NETWORK MANAGER REPORT

NOVEMBER 2003

SUBMITTED BY Winn McInnis, General Manager

OVERVIEW

Operations

The month of November provided a glimpse of things to come for Alabama Interactive as well as offered the opportunity to showcase the hard work that has already been completed.

Highlights during the month were:

- The alabama.gov portal saw over 79,000 unique visitors in November and the LiveHelp® service was used by over 400 people.

- The portal management team has begun to implement updates and additions based on user response. Planning continues for version 2.0 of the alabama.gov portal due out in the first quarter of 2004.

- More than 43,000 electronic Point-of-Sale purchases of hunting and fishing licenses were completed in November, accounting for over 1.1 million dollars in revenue for the Department of Conservation and Natural Resources.

- The *Outdoor Alabama* magazine subscription service and online registration for *Becoming an Outdoors Woman* has been released for agency testing and we are awaiting final approval before implementation. Both services will be available for gift purchase during the holiday season.

- AI staff received and began work on a response for the Alabama Department of Revenue's ITB #04-R-2139489 for Electronic Vehicle Titling Processing System. AI enthusiastically looks forward to the bid process for this service and the possibility of working with the Alabama Department of Revenue to successfully complete this system.

- Beginning December 8th, DPS driver records will span a three year period. This is a change from the five year format formerly employed.

- Healthcare facilities, human resources offices have received notification of the new nursing license verification service. This new system replaces paper employee reporting to the subscriber institutions.

- AI will begin testing of the groundbreaking constituent notification application on December 19th. This service will be the first of its kind for a state portal and is slated for implemented in the first quarter of 2004.

- By the end of December, AI will have met its application development goals of 20 applications.

- Jefferson County has requested access to the Point-of-Sale licensing system, beginning January 1, 2003. Erin will be training the Jefferson County staff on the system on December 12.

Marketing

In November, Alabama Interactive was able to gain a significant amount of market exposure through a replay sponsorship at the Auburn University/University of Alabama, "Iron Bowl" football game. Although the game occurred the week preceding the traditionally slower, Thanksgiving holiday week, initial traffic numbers have indicated a positive effect from the advertising.

AI looks to continue its current marketing push into December with press releases centering on recently introduced applications and the phenomenal adoption these applications have received. Also, plans are underway for the use of promotional give-aways and other alabama.gov items to continue to generate market exposure.

Development

ABN has requested an application called Label Download to allow potential employers, marketing companies and the like, the opportunity to download mailing labels for ABN's licensed professionals. The users download a file containing all relevant nurses. This application is currently in partner testing.

ABN has requested a License Verification application. This application will allow nurses or Health Officials the ability to request a verification document of a nurse's history. This application is currently in testing.

User Testing has begun on the Supplemental Form (RS-2) application for the Alabama Public Service Commission. This application will allow for the electronic submission of the RS-2 form allowing users to add a state or vehicle to their motor carrier authority.

AI is developing an application for the Alabama Department of Environmental Management which will allow Drinking Water Operators and Waste Water Operators the ability to renew their licenses online. This application is currently in partner testing.

Alabama Department of Environmental Management's Phase II Storm-water permitting application is awaiting final changes from the partner. This service gives companies and government agencies the ability to notify ADEM if their construction plans might contaminate a water source. This application is currently in partner testing.

We are currently working with the State's Motor Pool to create an online application that will allow authorized state officials to reserve a vehicle electronically. This application is currently in development with plans to have it in testing in the near future.

We are currently developing two applications for the Department of Natural Resources and Conservation. The first application is an online magazine subscription for "Outdoor Alabama". This application is currently in the testing phase. The second application is a conference registration for "Becoming an Outdoor Woman". The application is currently in development testing with some development being done on the administration interface.

COMPLETED!

Agency	Application	Description	Status
Alabama State Banking Department	Renewal of License	This application will allow lenders and pawn brokers to renew their license online.	This application is complete and in production.
Alabama State Bar	Membership Renewal	This application allows existing Bar members to renew their membership online.	This application is complete and in production.
Alabama Board of Chiropractic Examiners	Renewal of License	This application allows the renewal of licenses and fee payment online.	This application is complete and in production.
Alabama Board of Chiropractic Examiners	Licensee Verification	This application allows other states, firms, etc. to verify the license and disciplinary status of a chiropractor.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Online Hunting and Fishing Licenses	This application allows users to select from available permits and purchase them online.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Hunting and Fishing Licenses/Point-of-Sale	This application allows licensing agents to sell hunting and fishing privileges through an electronic interface.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Probate Court Point of Sale Hunting and Fishing Licenses	This application will allow probate courts and licensing commissioners to sell hunting and fishing licenses using an electronic system.	This application is complete and in production.
Alabama Department of Finance, Office of the CIO	Alabama State Portal	Redesign of the Alabama State Portal, alabama.gov.	This service is complete and in production.

Alabama Department of Insurance	Merchant Services	This service allows agents to pay via credit card for licenses renewed online.	This application is complete and in production.
Alabama Department of Insurance	Merchant Services for Provider Renewals	This service will allow for payment of provider licenses.	This application is complete and in production.
Alabama Board of Nursing	Renewal of Nursing Licenses	This application allows nurses to renew their license online. They can also change their address and personal information.	This application is complete and in production.
Alabama Board of Nursing	Reactivation of Nursing Licenses	This application allows nurses to reactivate their license online.	This application is complete and in production.
Alabama Board of Nursing	Reinstatement of Nursing Licenses	This application allows nurses to reinstate their license online.	This application is complete and in production.
Alabama Board of Nursing	Name and Address Change	This application allows nurses to change their name and address.	This application is complete and in production.
Alabama Board of Nursing	LPN Renewal	This application allows LPNs to renew their license	This application is complete and in production.
Alabama Department of Public Safety	Electronic Access to Motor Vehicle Records	This application provides electronic access to certain drivers' records.	This application is complete and in production.
Alabama Real Estate Commission	Renewal of Real Estate Licenses	This application allows for the renewal of licenses online, by real estate agents, realtors and brokers.	This application is complete and in production.
Alabama Real Estate Commission	Broker/Agent Certification	This application allows for the certification and verification of licensed agents/brokers in the state.	This application is complete and in production.
Alabama Real Estate Commission	Instructor License Renewal	This application allows licensed instructors to renew their license online.	This application is complete and in production.
Department of Revenue	Sales, Use and Lodging Tax Filings	This application allows Alabama businesses to report and pay sales, use and lodging taxes online.	This application is complete and in production.

Alabama Department of Revenue	Refund Status for Individual Income Tax	This application allows for users to check the status of their individual income tax filings online, 24/7.	This application is complete and in production.
Alabama Secretary of State	UCC (Uniform Commercial Code) Filings	This application allows business entities to file their UCC filings with the Secretary of State through the Internet. The application will accept credit card payment of the filing fee and automatically calculate the appropriate charge.	Production date is on hold pending final approval by the Secretary of State.
Secretary of State	Merchant Services	This will allow the SOS to use our Merchant Service Agreement and Payment Portal to accept and transfer funds.	This application is complete and in production.

IN TESTING…..

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Outdoor Alabama Subscription	This service will allow users to purchase a subscription to Outdoor Alabama magazine.	This project is in development.	December 2003
Alabama Department of Conservation and Natural Resources	Becoming an Outdoors Woman Registration	This service will allow women to register for the outdoor education conference.	This project is in development.	December 2003
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	The agency is testing this service.	December 2003
Alabama Board of Nursing	Licensee database search and download	This application allows hospitals, insurance companies, etc. to download the nursing roster	This application is awaiting final approval.	December 2003
Alabama Board of Nursing	License Verification for individuals	This service allows nurses to request official verification of licensure.	This application is awaiting final approval.	December 2003

Alabama Public Service Commission	Supplemental Motor Carrier Authorization	This application allows persons who are paid to carry cargo intrastate to apply online for authorization.	This application is awaiting final approval.	December 2003
Alabama Department of Environmental Management	Waste-Water Operator's license renewal	This application allows waste-water treatment operators to renew their license online.	In development.	December 2003

IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application is in the specification-gathering stage.	December 2003
CIO's Office, Alabama Department of Finance	Constituent Notification	This application will allow users to sign up to receive notification of Web site changes, press releases and other announcements.	In development.	December 2003
Alabama Home Builders Licensure Board	License Renewal	This application allows users to renew their home builders license	This application is in the pre-project planning phase	March 2004
Alabama State Motor Pool	Fleet vehicle reservation	This service will allow state employees to reserve fleet vehicles for state business	In development.	December 2003
Alabama Board of Nursing	License verification and disciplinary status-Subscriber	This application will allow hospitals, insurance companies, etc. to verify a nurse's license status and receive notification of disciplinary and/or legal actions.	In development.	January 2004
Alabama Board of Nursing	Original Licensure by exam.	This application will allow nursing school graduates to apply for a license online.	This service is in pre-project planning.	March 2004

Alabama Board of Nursing	Original Licensure by endorsement.	This application will allow nurses transferring from another state to apply for an Alabama license online.	This service is in pre-project planning.	February 2004
Alabama Board of Pardons and Parole	Payment of Parole and Restitution Cost	This application will allow parolees to pay restitution fees online.	In development. Pending data from the agency.	December 2003
Alabama Real Estate Commission	Contact Information Change	This application allows for the changing or updating of addresses and personal information.	This application is in the pre-project planning phase.	February 2004
Alabama Real Estate Commission	Mailing Labels	This application allows users to download mailing labels of licensed real estate agents and companies.	This application is in the pre-project planning phase.	January 2004
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	March 2004
Alabama Department of Revenue	Personalized License Plate Reservation	This application will allow users to temporarily reserve a personalized license plate.	Scope of Work has been approved.	January 2004

IN PLANNING AND CONSIDERATION

The following are agencies with which we have begun initial discussions or with which we would like the Committee's assistance with introductions, etc.

- Administrative Office of Courts- Payment of Court Costs, fees and fines
- Alabama Department of Public Health, Center for Health Statistics- vital records
- Alabama Department of Corrections, Prison Industries- Shopping Cart
- Alabama Alcoholic Beverage Commission- online licensure, shopping cart for licensed vendors
- Alabama Department of Revenue- Motor Vehicles Division
- Alabama Department of Industrial Relations
- Alabama State Legislature, Public Information Offices- Lobbyist-In-A-Box

SERVICE REQUEST

No new service requests for November.

MONTH IN REVIEW

September Financial Report (Alabama Interactive)

Total **November** AI Network Transactions:	170,862
Average Successful Request per Day:	5,695
Total **November** alabama.gov "Visitors":	79,530
Total **November** alabama.gov "Page Views":	189,460
Total **November** alabama.gov "Chats" or "Offline Messages" from Live Help:	413

OPERATIONS & ADMINISTRATION

Alabama Interactive has established two additional merchant services accounts using more identifiable names. These new names will lead to added transparency in the collection and disbursement of state funds. Changes to the merchant services accounts will be put into effect at the beginning of the year

OTHER BUSINESS/IN CLOSING

The month of November brought the rewards of many months worth of work. We believe that the successes realized in November are an indication of things to come and that the coming year will allow Alabama eGovernment to reach new heights. The entire AI staff looks forward to closing out 2003 with the momentum we have generated going into the month of December.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

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Respectfully Submitted,
Winn McInnis